



ARIZONA
DEPARTMENT OF ADMINISTRATION
HUMAN RESOURCES



Get help with a complex or unexpected health issue

Taking care of your health is pretty easy when you're starting with perfect health. But if you have a complex condition or a major injury, there's a little more work involved. That's why your plan includes these no-cost health management programs from Blue Cross® Blue Shield® of Arizona. Both programs are designed to pair you with a coach who will help you follow your treatment plan.

Care Management

If you've been pretty healthy for most of your life and suddenly find yourself dealing with a major health issue, it can feel overwhelming. Should life throw you an unexpected curve ball—a cancer diagnosis, a serious accident, or even COVID-19—our Care Managers are here to help you.

Our Care Management team will help you:



UNDERSTAND WHAT YOUR HEALTH PLAN INCLUDES



FIND SPECIAL EQUIPMENT LIKE WHEELCHAIRS OR WALKERS



GET REFERRALS TO IN-NETWORK DOCTORS YOU NEED



MAKE THE BEST CHOICES FOR YOUR CARE



GET PRESCRIPTION COSTS IN ADVANCE

Call **1-877-694-2583** or visit [azblue.com/HealthyBlue](https://www.azblue.com/HealthyBlue).

Disease Management

If you've been recently diagnosed with a long-term (chronic) health condition, you can work directly with a registered nurse through one of our Disease Management programs. Think of your nurse as a coach—one who can help you learn about your condition, as well as how your medications work and how to take them correctly. You'll also get tips on how to prevent further health problems. Your nurse will help you set realistic health goals and stay on track to meet those goals.



Get help managing diabetes.

The Diabetes Disease Management Program connects you with experts who can help you manage your diabetes and your medications, improve your diet, and adopt an exercise routine. Ask about our Sun Basket® healthy food delivery service—you may qualify for free meals.



Breathe easier.

An asthma attack can be a traumatic experience—one that can cause ongoing fear, anxiety, and panic for both the sufferer and their family. Through our Asthma Disease Management Program, your family, your doctors, and our nurses form a collaborative team focused on helping you or your child maintain normal activity levels and pulmonary function rates, and prevent triggers and troublesome symptoms.



Taking control of chronic obstructive pulmonary disease (COPD), congestive heart failure (CHF), and coronary artery disease (CAD).

Conditions affecting the lungs and heart are not always easy to manage. That's why your BCBSAZ health plan offers extra support for these chronic health conditions. Our nurse team will help you understand what your health plan includes, get referrals to in-network specialists, understand your medications, schedule appointments, and find special equipment like wheelchairs or walkers. They're here to answer your questions, and help you make the best choices for your care.



Do you need a transplant?

If you're in need of a transplant, our nurses can connect you to transplant Centers of Excellence (Blue Distinction® Centers, recognized for specialty care). Our experienced nurses have expertise in working with transplant patients, and can work with you and your doctors throughout your care.



If you struggle with back, neck, or joint pain . . .

Our Musculoskeletal (MSK) Program pairs you with a personal health coach who specializes in managing this specific type of pain. Your coach will work with you to help you understand your treatment options and make sure you have access to the right kind of care.



Get the help you need.

Our behavioral health solutions offer you confidential help with:

- Depression and anxiety
- Relationship difficulties
- Substance use disorder and recovery
- Work-related issues, and much more

Connect with us:

Call **1-877-694-2583**

or visit [azblue.com/HealthyBlue](https://www.azblue.com/HealthyBlue).

